

Appendix D Vendor Questions

Vendor Questions – COTS Software Set

Group	Description	Response
Infrastructure	<p>1. Typically the State of South Dakota prefers to host all systems. In the event that the State decides that it would be preferable for the vendor to host the system, is this an option?</p> <p>If you answered Yes to the previous question:</p> <p>Are there planned disruption periods? If yes, then the proposal should include the planned disruption schedule.</p> <p>Is there a strategy for mitigating unplanned disruptions? If yes, then the proposal should include the strategy and maximum disruption time frames.</p> <p>Is there a documented disaster recovery plan? If yes, then your proposal should include your disaster recovery plan.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>2. Is the User Interface tier server based?</p> <p>If yes, which configuration is recommended?</p> <p>Non-Microsoft Web server? If yes, then specify in your proposal.</p> <p>Microsoft Web IIS? If yes, versions should be specified in the proposal.</p> <p>Citrix Metaframe? If yes, versions should be specified in the proposal.</p> <p>Other? If yes, then specify in your proposal.</p> <p>Operating System (OS) _____</p> <p>OS Version _____</p> <p>CPU requirement: _____</p> <p>RAM requirement: _____</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>3. Is there a workstation install requirement?</p> <p>If yes, then specify in your proposal.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>4. Is this a browser based User Interface?</p> <p>If yes, then specify required make and versions in your proposal.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

Group	Description	Response
	5. What are the development technologies used for this system? ASP Version: _____ NET Version: _____ Java/JSP Version: _____ Other? Describe: _____ Version: _____	
	6. Will the system support authentication? If yes, specify in your proposal. For example, Windows Authentication, SQL Server Login, etc.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	7. Will the system infrastructure require an email interface? If yes, specify in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	8. Will the system require a database? If so please specify the vendor and version and license requirements in your proposal. Indicate if the database is proprietary.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	9. Will the system infrastructure require database replication? If yes, specify in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	10. Will the system require transaction logging for database recovery?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	11. Will the system infrastructure have a special backup requirement? If yes, then specify in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	12. Will the system provide an archival solution? If yes, provide a detailed description in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	13. Will the system infrastructure have any processes that require scheduling? If yes, then specify in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	14. Will the system infrastructure include a separate OLTP or Data Warehouse Implementation? If yes, then specify in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	15. Will the system infrastructure require a Business Intelligence solution? If yes, provide a detailed description in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	16. Will the system have any workflow requirements? If yes, then specify in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Group	Description	Response
	17. Explain the software licensing model, including the number of concurrent users, ownership of the product, and license duration and renewal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	18. Can the system be implemented via Citrix? If so, please include 3 client names/contact numbers of those who have implemented your proposed system under Citrix.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	19. Will the system implement its own level of security or can it integrate with our enterprise Active Directory to ensure access is controlled?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	20. Will the system print to a Citrix compatible networked printer?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	21. Will the network communications meet IEEE standard TCP/IP and use either standard ports or State defined ports as the State determines?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	22. Will the system provide Internet security functionality on Public portals including encrypted network/secure socket layer. (TLS 1.0/SSL 3.0)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	23. Will the system provide Internet security functionality on a public portal to include firewalls?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	24. Will the system support automatic Windows-based report production and distribution to the State via the State Local Area Network (LAN)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	25. It is State policy that no equipment can be connected to State Network without direct approval of BIT Network Technologies, would this affect the implementation of the system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	26. Will all proposed software operate within the State standard equipment as given at: http://bit.sd.gov/bitservices/standards/ ?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Group	Description	Response
	<p>27. Will the server based software support:</p> <p>a. Windows server 2008R2 or higher</p> <p>b. IIS7.0 or higher</p> <p>c. MS SQL Server 2008R2 or higher</p> <p>d. Exchange 20010 or higher</p> <p>e. Citrix presentation server 4.5 or higher</p> <p>f. VMWare ESX 4.1 or higher</p> <p>g. MS Windows Updates</p> <p>h. Symantec End Point Protection</p> <p>Please specify the versions required by the system in your proposal.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>28. All network systems must operate within the current configurations of the State of South Dakota's firewalls, switches, firewalls, IDS/IPS and desktop security infrastructure. Would this affect the implementation of the system? A Generic Network Diagram will be provided after a Vender has been selected.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>29. It is State policy that all systems must be compatible with BITs dynamic IP addressing solution (DHCP). Would this affect the implementation of the system?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>30. It is State policy that all systems that require an email interface must leverage existing SMTP processes currently managed by BIT Datacenter. MailMarshall is the existing product used for SMTP relay. Would this affect the implementation of the system?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

Group	Description	Response
	<p>31. It is State policy that all Vendor/Contractor Remote Access to systems for support and maintenance on the State Network will only be allowed through Citrix Secure Gateway. Would this affect the implementation of the system?</p> <p>If the policy above is not acceptable, will the proposed VPN Connections meet the following requirements :</p> <p>a. Pre-Shared Key</p> <p>b. AES (256bits or Higher)</p> <p>c. SHA1</p> <p>d. No PFS or Aggressive Modes allowed.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>32. It is State policy that all software must be able to use either standard Internet Protocol ports or Ports as defined by the State of South Dakota BIT Network Technologies. Would this affect the implementation of the system? For example, a web system should use TCP 80 and / or TCP 443 for client access. Deviation of Internet Protocol ports or Ports for your proposal should be mentioned with your response.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>33. It is State policy that all HTTP/SSL communication must be able to be run behind State of South Dakota content switches and SSL accelerators for load balancing and off-loading of SSL encryption. If need is determined by the State, would this affect the implementation of the system? The State of South Dakota has hardware installed for an Enterprise solution for content switches and SSL accelerators for load balancing and off-loading of SSL encryption. A Generic Network Diagram will be provided once the Confidentiality agreement is signed.</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>
	<p>34. It is State policy that BIT has a virtualize first policy that requires all new system to be configured as virtual machines. Would this affect the implementation of the system?</p>	<p><input type="checkbox"/> Yes <input type="checkbox"/> No</p>

Group	Description	Response
	35. It is State policy that all access from outside of the State of South Dakota's private network will be limited to set ports as defined by the State, and all traffic leaving or entering the State network will be monitored. Would this affect the implementation of the system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	36. It is State policy that systems must support NAT and PAT running inside the State Network. Would this affect the implementation of the system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	37. It is State policy that systems must not use dynamic TCP or UDP ports unless the system is a well-known one that is state firewall supported (FTP, TELNET, HTTP, SSH, etc). Would this affect the implementation of the system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	38. Will the system require web presentation? If so, what are the server-side requirements? Will the system use any Java script?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Data access – export/import capability	39. How does data enter the system (transactional or batch or both)?	
	40. Is the system data exportable by the user for use in tools like Excel or Access?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	41. Will user customizable data elements be exportable also?	<input type="checkbox"/> Yes <input type="checkbox"/> No
User configurable permissions	42. Will the system support authorization? If yes, specify in your proposal. For example, role based authorization for functionality and data.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	43. Will the system distinguish between local versus global administrators where local administrators have rights to user management only for the program area that they are associated with and global administrators have rights for the entire system?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Group	Description	Response
Audit & Security Capabilities	44. Will this system provide the capability to track data entry/access by the person, date and time?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	45. Will the system provide data encryption for sensitive information both in storage and transmission? Please explain in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	46. It is State policy that systems at the discretion of the State may have a Security Audit performed on it by BIT or a 3 rd Party for security vulnerabilities. Would this affect the implementation of the system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	47. The Vendors/Contractors are also expected to reply to follow-up questions in response to the answers they provided to the security questions. At the state's discretion a vendor's answers to the follow-up questions may be required in writing and/or verbally. The answers provided may be used as part of the vendor selection criteria. Is this acceptable?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Backup	48. The State of South Dakota currently schedules routine maintenance from 0400 to 0700 on Tuesday mornings for our non-mainframe environments and once a month from 0500 to 1200 for our mainframe environment. Systems will be offline during these scheduled maintenance time periods. Will this have a detrimental effect to the system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Installation	49. Will the vendor provide assistance with installation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	50. Is there an installation guide available and will you provide a copy to the State (The State is willing to sign a non-disclosure agreement)	<input type="checkbox"/> Yes <input type="checkbox"/> No
	51. Is telephone assistance available?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	52. Is on-site assistance available? If so, is there a charge?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Testing	53. Will the implementation plan include user acceptance testing?	<input type="checkbox"/> Yes <input type="checkbox"/> No

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	54. Will there be documented test plans for future releases including any customizations done for the State of South Dakota?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Training	55. Is training part of the package? If yes, please specify in your proposal. For example, initial training for all users and supplemental training for new employees.	<input type="checkbox"/> Yes <input type="checkbox"/> No
User Manual	56. Is there a user manual and will you provide a copy to the State (The State is willing to sign a non-disclosure agreement)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	57. If yes, is the manual electronically available?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	58. Is there on-line help assistance available?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Post-installation support	59. Do you have Support options available? If yes, specify options in the proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	60. It is State policy that all Vendor/Contractor Remote Access to systems for support and maintenance on the State Network will only be allowed through Citrix Secure Gateway. Would this affect the implementation of the system? If the policy above is not acceptable, will your proposed VPN Connections meet the following requirements : Pre-Shared Key AES (256bits or Higher) SHA1 No PFS or Aggressive Modes allowed.	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Yes <input type="checkbox"/> No
	61. Is there a method established to communicate availability of system updates? If yes, please indicate the method and the number of updates per year in the proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	62. Is there an established method to acquire system updates? If yes, specify in the proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No

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	<p>63. The State implements enterprise wide anti-virus solutions on all servers and workstations as well as controls the roll-outs of any and all Microsoft patches based on level of criticality. Do you have any concerns in regards to this process?</p> <p>If yes, specify in your proposal.</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Customization	64. Will you provide customization of the system if required by the State of South Dakota? If yes, then specify the process and fee structure for custom work in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	65. Do you have a formal change management process? If yes, please specify in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
Intellectual Property	66. Will the State of South Dakota have access to the underlying data and data model for ad hoc reporting purposes?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	67. Will the source code for the system be put in escrow for the State of South Dakota?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	68. If the source code is placed in escrow, will the vendor pay the associated escrow fees?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	69. If the State of South Dakota will gain ownership of the software, does the proposal include a knowledge transfer plan? If yes, please specify in the proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	70. Explain the software licensing model, including the number of concurrent users, ownership of the product, and license duration and renewal. When providing licensing options and costs please include the options and costs for both a leased model as well as a perpetual license agreement. Please specify in your proposal	

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	<p>71. Explain the basis on which pricing could change for the state based on your licensing model. Can it change for example based on: install base, number of concurrent users, number of authorized users, size of the enterprise, attributes of the hardware hosting the application, attributes of the VM in which the application runs, number of servers (host or guest) in which the application is executing, usage based, etc. . Please specify in your proposal.</p>	
	<p>72. Contractually, how many years price lock are you offering the state as part of your response? Also as part of your response, how many additional years are you offering to limit price increases and by what percent? Please specify in your proposal.</p>	

Vendor Questions - Custom Application Set

Function	Description	(Y/N)
Application Programming	1. Has your company ever developed a system using Microsoft (MS) ASP.Net as the development tool? If yes, what is the latest version? Ver._____	<input type="checkbox"/> Yes <input type="checkbox"/> No
	2. Has your company ever developed a system using MS VB.Net as the development tool? If yes, what is the latest version? Ver._____	<input type="checkbox"/> Yes <input type="checkbox"/> No
	3. Has your company ever developed a system using MS SQL as the data base? If yes, what latest version? Ver._____	<input type="checkbox"/> Yes <input type="checkbox"/> No
	4. Has your company ever developed a system using Sun Micosystem (Java CAPS) middleware to exchange data between diverse computing platforms? If yes, what latest version? Ver._____	<input type="checkbox"/> Yes <input type="checkbox"/> No
	5. Has your company ever developed a system than runs on Microsoft Web IIS? If yes, what is the latest version? Ver._____	<input type="checkbox"/> Yes <input type="checkbox"/> No
	6. Has your company ever developed a system that uses Windows Authentication?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	7. Has your company ever conducted a project where you were tasked with performing load testing? If yes, what product did you use? Prod._____	<input type="checkbox"/> Yes <input type="checkbox"/> No
	8. Has your company ever developed a multi-tiered system?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	9. Has your company ever developed a system that ran on Citrix Metaframe?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	10. Has your company ever used Crystal Reports to create reports? If yes, what latest version? Ver._____	<input type="checkbox"/> Yes <input type="checkbox"/> No

	<p>11. Has your company ever developed a system that interfaced with a _____? <i>(RFP Issuer will fill in the blank(s). Examples: Document imaging system, GIS, etc.)</i></p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<p>12. Has your company ever conducted a project where you were tasked with discovering system requirements?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<p>13. Has your company ever conducted a project where you were tasked with project management?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<p>14. Are the personnel you would be using on the project full time company employees?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<p>15. Have you ever created a User Acceptance Test plan?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<p>16. Do you have technical writers that have produced User manuals, online help, etc.?</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No
	<p>17. It is State policy that all Vendor/Contractor Remote Access to systems for support and maintenance on the State Network will only be allowed through Citrix Secure Gateway. Would this affect the implementation of the system?</p> <p>If the policy above is not acceptable, will your proposed VPN Connections meet the following requirements :</p> <ul style="list-style-type: none"> ○ Pre-Shared Key ○ AES (256bits or Higher) ○ SHA1 ○ No PFS or Aggressive Modes allowed. 	<div> <input type="checkbox"/> Yes <input type="checkbox"/> No </div> <div> <input type="checkbox"/> Yes <input type="checkbox"/> No </div> <div> <input type="checkbox"/> Yes <input type="checkbox"/> No </div> <div> <input type="checkbox"/> Yes <input type="checkbox"/> No </div>

Vendor Questions - Hosted Application Set

Group	Description	Response
	1. Is there a documented disaster recovery plan? If yes, then your proposal should include your disaster recovery plan	<input type="checkbox"/> Yes <input type="checkbox"/> No
	2. Are there planned disruption periods? If yes, then your proposal should include the planned disruption schedule.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	3. Is there a strategy for mitigating unplanned disruptions? If yes, then your proposal should include the strategy and maximum disruption time frames.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	4. Is there a workstation install requirement? If yes, then specify in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	5. Is this a browser based User interface? If yes, then specify supported browsers and versions in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	6. Do you have Support options available? If yes, specify options in the proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	7. Is there a user manual?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	8. If yes, is the manual electronically available?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	9. Is there on-line help assistance available?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	10. Will you provide customization of the system if required by the State of South Dakota? If yes, then specify the process and fee structure for custom work in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	11. Do you have a formal change management process? If yes, please specify in your proposal.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	12. If the source code is placed in escrow, will the vendor pay the associated escrow fees?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	13. Will the State of South Dakota own the data created in your hosting environment? If no, please explain.	<input type="checkbox"/> Yes <input type="checkbox"/> No

Group	Description	Response
	14. Will the State acquire the data at contract conclusion? If yes, please explain how the data will be acquired.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	15. Will organizations other than the State of South Dakota have access to our data? If yes, please explain.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	16. Will the State's data be used for any other purposes other than South Dakota's usage? If yes, please explain.	<input type="checkbox"/> Yes <input type="checkbox"/> No
	17. Will the State's data be protected? If yes, please explain.	<input type="checkbox"/> Yes <input type="checkbox"/> No